



Portal Information
Help and Navigation Tips



**STRATA COMMUNITY
INSURANCE**

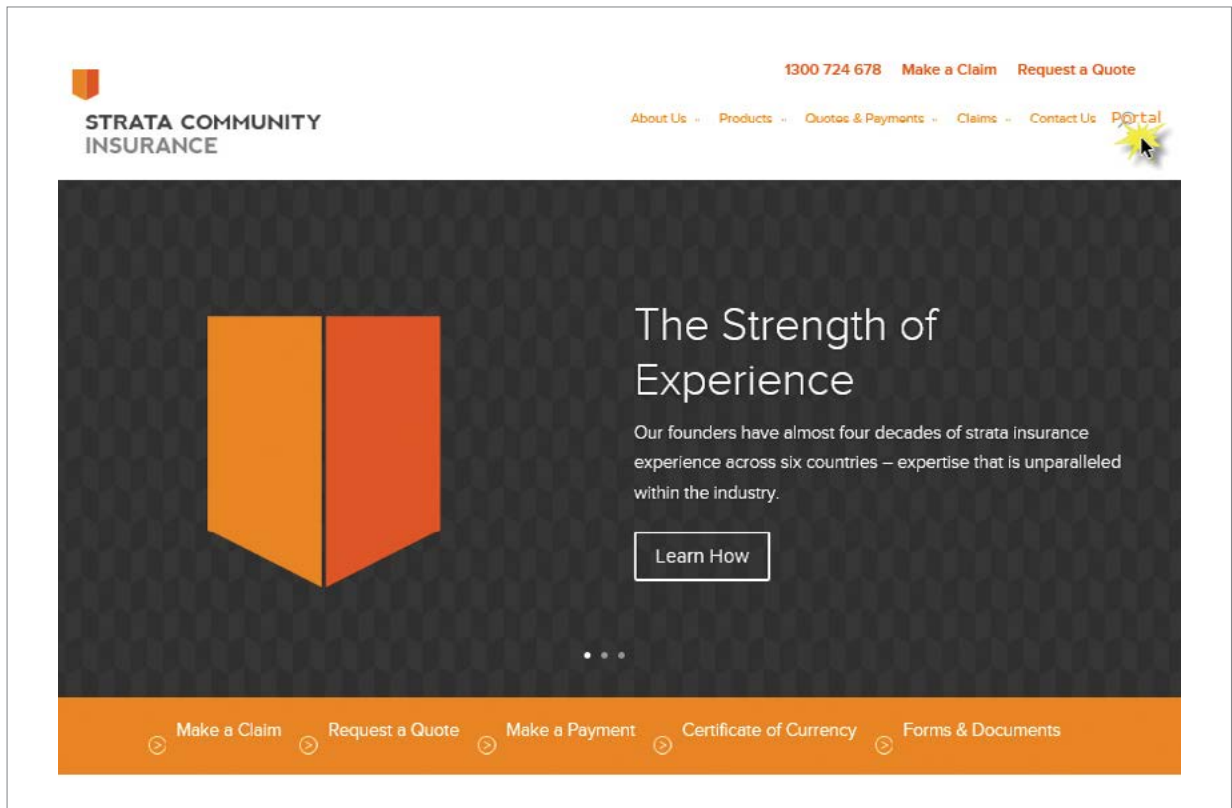
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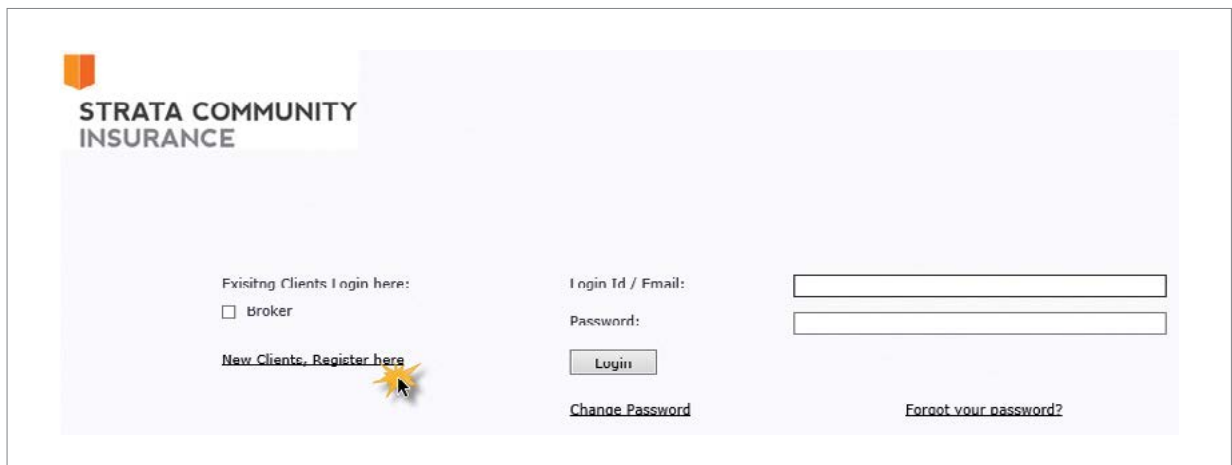
1. Getting Started

The Strata Community Insurance client login is designed to give our clients live policy, claims and account information.

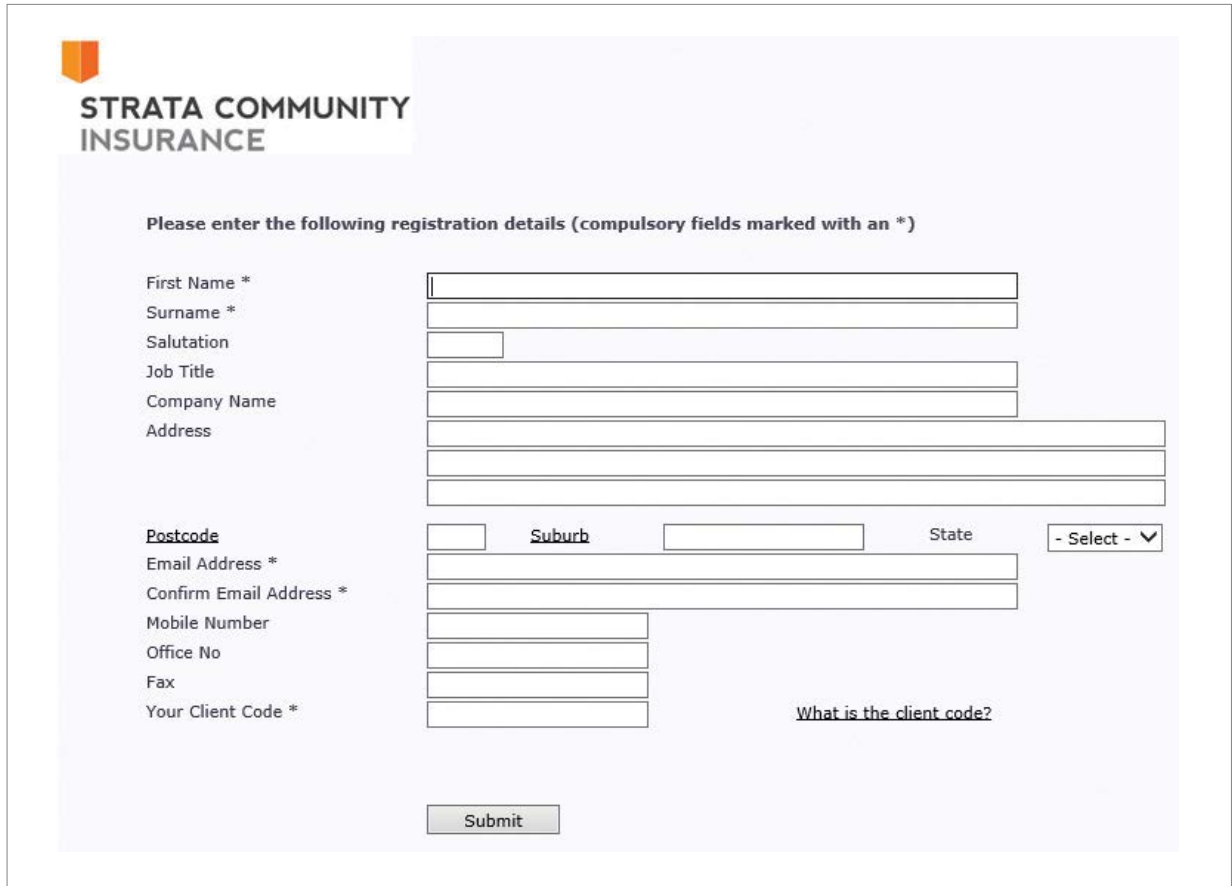
From the SCIA website, simply click on the 'Portal' Button to begin.



When you arrive at the Login site, you will be prompted to either Register for a new Login ID/Password or enter your existing Login ID/Password to enter the site.



Clicking on New Clients, Register here will take you to the following page



STRATA COMMUNITY INSURANCE


Please enter the following registration details (compulsory fields marked with an *)

First Name *
Surname *
Salutation
Job Title
Company Name
Address

Postcode Suburb State
Email Address *
Confirm Email Address *
Mobile Number
Office No
Fax
Your Client Code * [What is the client code?](#)

Simply enter your details including your name, email address and SCIA 'Client Code'

How to Pay



EFT / DIRECT DEPOSIT

Our Reference: N0001401
Name of Bank: ANZ
Name of Account: Strata Community Insurance Trust Account
BSB No: 013-013
Account No: 2157-45659

Enter this reference number

Once you hit 'Submit' on the registration page, an email will be sent to our team notifying them of your request for access. Once this has been reviewed, you will receive a return email which will include your new login information and password.

Entering this information into the Login Page will take you to your Client Portal.

2. Client Portal Display – Navigation

This is an example of the Client Portal 'Home' screen, after you have logged in.

STRATA COMMUNITY INSURANCE

Logged In Wendy Insured Heels on Wheels [Account](#) [Statement](#) [Logoff](#)

Strata Plan No. [Search](#) [Reset](#)

Active Policies

Policy Start	Policy End	Effective Start	Strata Plan	Policy No.	Class	Risk Address	Invoice No.	Payable	Outstanding	Details	History	Documents
01/05/14	01/05/15	09/07/14	3901	ARSC140001	RESIDENTIAL STRATA	24 Hibbard Cres	1313	764.89	764.89	Details	History	
01/05/14	01/05/15	09/07/14	3792	ARSC140001	RESIDENTIAL STRATA	12 Stockdale Street	1314	1,288.58	1,288.58	Details	History	
01/07/14	01/07/15	01/07/14	3640	ARSC140001	RESIDENTIAL STRATA	5 Cox Street	1284	16,431.76	0.00	Details	History	
01/07/14	01/07/15	01/07/14	187	ARSC140001	RESIDENTIAL STRATA	17 Mather Street	1285	6,511.86	0.00	Details	History	
01/07/14	01/07/15	01/07/14	4008	ARSC140001	RESIDENTIAL STRATA	5 Burnie Street	1286	2,957.02	0.00	Details	History	
02/07/14	02/07/15	02/07/14	6555	NRSC140001	RESIDENTIAL STRATA	10 Gov Street	1287	7,189.14	0.00	Details	History	

Outstanding Claims Include Closed Claims

Claim No	Strata Plan	Status	Date Of Loss	Date Notified	Claim Type	Loss Details	Claim Total	Paid	Outstanding	Details	Documents
CR14000011	2850	Open	30/07/14	30/07/14		Loss Details - Test	1250.00	0.00	1250.00	Details	
CR14000009	3828	Open	05/07/14	05/07/14		DEX - Legal Defence costs	45000.00	0.00	45000.00	Details	
CR14000008	3828	Open	04/07/14	04/07/14		burst pipe US	12050.00	0.00	12050.00	Details	
CR14000007	3828	Open	03/07/14	03/07/14		Theft of HWS	7750.00	0.00	7750.00	Details	
SPR-14-0001	SP52762	Open	27/05/14	28/05/14		ask wendy ingham.....	0.00	0.00	0.00	Details	

Claim No. [Search](#) [Reset](#)

The Home screen has been split into two sections – Active Policies for current policy information and history and Outstanding Claims for open (and closed) claims information and updates. Along the top half of the screen you can identify the client name and person logged in.

The grey buttons will take you to your account history, enable you to print a statement and log off to exit the client portal area.

3. Policy Information

The policy information screen enables you to identify your current 'Active' policies.

The front screen will enable you to view Policy Start and End Dates, Strata Plan No, Policy number, Risk address, Invoice No, Amounts Paid and amount outstanding,

Active Policies												
Policy Start	Policy End	Effective Start	Strata Plan	Policy No.	Class	Risk Address	Invoice No.	Payable	Outstanding	Details	History	Documents
01/05/14	01/05/15	09/07/14	3901	ARSC140001	RESIDENTIAL STRATA	24 Hibberd Cres	I313	764.89	764.89	Details	History	
01/05/14	01/05/15	09/07/14	3792	ARSC140001	RESIDENTIAL STRATA	12 Stockdale Street	I314	1,388.58	1,388.58	Details	History	
01/07/14	01/07/15	01/07/14	3640	ARSC140001	RESIDENTIAL STRATA	6 Cox Street	I284	16,431.76	0.00	Details	History	
01/07/14	01/07/15	01/07/14	187	ARSC140001	RESIDENTIAL STRATA	17 Mather Street	I285	6,511.86	0.00	Details	History	
01/07/14	01/07/15	01/07/14	4000	ARSC140001	RESIDENTIAL STRATA	5 Dumie Street	I206	2,957.02	0.00	Details	History	
02/07/14	02/07/15	02/07/14	6555	NRSC140001	RESIDENTIAL STRATA	10 Gov Street	I287	7,189.14	0.00	Details	History	

Clicking on 'Details will take you to the policy details screen for the selected policy.

Active Policies												
Policy Start	Policy End	Effective Start	Strata Plan	Policy No.	Class	Risk Address	Invoice No.	Payable	Outstanding	Details	History	Documents
01/05/14	01/05/15	09/07/14	3901	ARSC140001	RESIDENTIAL STRATA	24 Hibberd Cres	I313	764.89	764.89	Details	History	
01/05/14	01/05/15	09/07/14	3792	ARSC140001	RESIDENTIAL STRATA	12 Stockdale Street	I314	1,388.58	1,388.58	Details	History	
01/07/14	01/07/15	01/07/14	3640	ARSC140001	RESIDENTIAL STRATA	6 Cox Street	I284	16,431.76	0.00	Details	History	
01/07/14	01/07/15	01/07/14	187	ARSC140001	RESIDENTIAL STRATA	17 Mather Street	I285	6,511.86	0.00	Details	History	
01/07/14	01/07/15	01/07/14	4000	ARSC140001	RESIDENTIAL STRATA	5 Dumie Street	I206	2,957.02	0.00	Details	History	
02/07/14	02/07/15	02/07/14	6555	NRSC140001	RESIDENTIAL STRATA	10 Gov Street	I287	7,189.14	0.00	Details	History	

This screen will enable you to view more detailed policy information.

Logged in Wendy Test **Insured** The Owners - Strata Plan No. 86869

Policy Number NRSC14001173

Insured Name The Owners - Strata Plan No. 86869

Situation of Risk 111 OCEAN PARADE
COFFS HARBOUR
NSW 2450

Policy From 30/12/14 **To** 30/12/15

Class of Risk RESIDENTIAL STRATA

Base Premium 11,587.86

Total Levies 425.29

Total Duties 1,307.80

Total Fees 50.00

Total GST 496.57

Invoice Total 4,583.01

Property Limits and Sum Insured

Risk Description	Sum Insured
Property	18,280,000
Property (Common Area Contents)	28,122
Property (Loss of Rent/Temp Accom)	2,742,000
Public or Legal Liability	20,000,000
Voluntary Workers	200,000
Fidelity Guarantee	100,000
Office Bearers Legal Liability	500,000
Government Audit Costs	25,000
Appeal Expenses - common property health & safety	100,000

SCIA Executive Name Helen Robson

Contact Number 1300 724 678

Email helen.robson@scinsure.com.au

[Previous](#)

Clicking on 'Previous' will return you to the Client Portal 'home' screen

Clicking on 'History' will expand the selected policy and enable you to scroll through the entire policy history.

Active Policies

Policy Start	Policy End	Effective Start	Strata Plan Policy No.	Class	Risk Address	Invoice No.	Payable	Outstanding	Details	History	Documents	
01/05/14	01/05/15	09/07/14	3901	ARSC140001	RESIDENTIAL STRATA	24 Hibberd Cres	I313	764.89	764.89	Details	History	
01/05/14	01/05/15	09/07/14	3792	ARSC140001	RESIDENTIAL STRATA	12 Stockdale Street	I314	1,388.58	1,388.58	Details	History	
01/07/14	01/07/15	01/07/14	3640	ARSC140001	RESIDENTIAL STRATA	6 Cox Street	I284	16,431.76	0.00	Details	History	
01/07/14	01/07/15	01/07/14	187	ARSC140001	RESIDENTIAL STRATA	17 Mather Street	I285	6,511.86	0.00	Details	History	
01/07/14	01/07/15	01/07/14	4008	ARSC140001	RESIDENTIAL STRATA	5 Burnie Street	I286	2,957.02	0.00	Details	History	
02/07/14	02/07/15	02/07/14	6355	NRSC140001	RESIDENTIAL STRATA	10 Gow Street	I287	7,189.14	0.00	Details	History	

This expended view allows you to view the policy history including renewal and endorsement transactions.

Clicking on 'Current' will return you to the 'Home' screen and most current transaction on the policy.

The documents button is represented by a 'PDF' icon. This button will take you to a screen which will enable you to view a policy 'Schedule' or the 'Invoice' relevant to the version of the policy that is selected.

Active Policies

Policy Start	Policy End	Effective Start	Strata Plan Policy No.	Class	Risk Address	Invoice No.	Payable	Outstanding	Details	History	Documents	
01/05/14	01/05/15	09/07/14	3901	ARSC140001	RESIDENTIAL STRATA	24 Hibberd Cres	I313	764.89	764.89	Details	History	
01/05/14	01/05/15	09/07/14	3792	ARSC140001	RESIDENTIAL STRATA	12 Stockdale Street	I314	1,388.58	1,388.58	Details	History	
01/07/14	01/07/15	01/07/14	3640	ARSC140001	RESIDENTIAL STRATA	6 Cox Street	I284	16,431.76	0.00	Details	History	
01/07/14	01/07/15	01/07/14	187	ARSC140001	RESIDENTIAL STRATA	17 Mather Street	I285	6,511.86	0.00	Details	History	
01/07/14	01/07/15	01/07/14	4008	ARSC140001	RESIDENTIAL STRATA	5 Burnie Street	I286	2,957.02	0.00	Details	History	
02/07/14	02/07/15	02/07/14	6355	NRSC140001	RESIDENTIAL STRATA	10 Gow Street	I287	7,189.14	0.00	Details	History	

Selecting 'Preview' will generate a PDF preview version of the document in your web browser window.

Selecting 'Email' will automatically email a PDF version of the document to the email address registered with the Client Portal account.

Preview or Email Policy Documents

Policy Documents	Preview	E-mail
Invoice	<input type="checkbox"/>	<input type="checkbox"/>
Schedule of Insurance	<input type="checkbox"/>	<input type="checkbox"/>
Claims History Letter	<input type="checkbox"/>	<input type="checkbox"/>
Certificate of Currency	<input type="checkbox"/>	<input type="checkbox"/>

Selected 'Previous' will take you back to the Client Portal 'Home' screen.

4. Claims Information

The claims section of the Client Portal will allow you to identify and obtain current information regarding outstanding claims and closed claim files. You may also search for a claim by entering the claim number and clicking 'Search'.

Outstanding Claims											<input type="checkbox"/> Include Closed Claims
Claim No	Strata Plan	Status	Date Of Loss	Date Notified	Claim Type	Loss Details	Claim Total	Paid	Outstanding	Details	Documents
CR14000011	2850	Open	30/07/14	30/07/14		Loss Details - Test	1250.00	0.00	1250.00	Details	
CR14000009	3828	Open	05/07/14	05/07/14		DEX - Legal Defence costs	45000.00	0.00	45000.00	Details	
CR14000008	3828	Open	04/07/14	04/07/14		burst pipe U8	12050.00	0.00	12050.00	Details	
CR14000007	3828	Open	03/07/14	03/07/14		Theft of HWS	7750.00	0.00	7750.00	Details	
SPR-14-0001	SP52/62	Open	27/05/14	28/05/14		ask wendy ingham.....	0.00	0.00	0.00	Details	

Claim No.

The Outstanding Claims section contains information relating to the Claim Number, Date of Loss, Date Notified to SCI, Class of Risk, Current Status, Brief Description and Financial Information.

In this example, there are no outstanding claims, however, by clicking on the tick box 'Include closed claims' we are able to see the full claims history.

Outstanding Claims											<input checked="" type="checkbox"/> Include Closed Claims
Claim No	Strata Plan	Status	Date Of Loss	Date Notified	Claim Type	Loss Details	Claim Total	Paid	Outstanding	Details	Documents
CR14000011	2850	Open	30/07/14	30/07/14		Loss Details - Test	1250.00	0.00	1250.00	Details	
CR14000009	3828	Open	05/07/14	05/07/14		DEX - Legal Defence costs	45000.00	0.00	45000.00	Details	
CR14000008	3828	Open	04/07/14	04/07/14		burst pipe U8	12050.00	0.00	12050.00	Details	
CR14000007	3828	Open	03/07/14	03/07/14		Theft of HWS	7750.00	0.00	7750.00	Details	
SPR-14-0001	SP52/62	Open	27/05/14	28/05/14		ask wendy ingham.....	0.00	0.00	0.00	Details	

Claim No.

Each of the claims will have a unique set of notes and details, these can be viewed by clicking on the 'Details' button, which will take you to the selected claims individual screen.

The individual claim screen will allow you to view practical information relating to the claim including current status, notes and contact information for the claims office handling the matter.

Outstanding Claims											<input type="checkbox"/> Include Closed Claims
Claim No	Strata Plan	Status	Date Of Loss	Date Notified	Claim Type	Loss Details	Claim Total	Paid	Outstanding	Details	Documents
CR14000011	2850	Open	30/07/14	30/07/14		Loss Details - Test	1250.00	0.00	1250.00	Details	
CR14000009	3828	Open	05/07/14	05/07/14		DEX - Legal Defence costs	45000.00	0.00	45000.00	Details	
CR14000008	3828	Open	04/07/14	04/07/14		burst pipe U8	12050.00	0.00	12050.00	Details	
CR14000007	3828	Open	03/07/14	03/07/14		Theft of HWS	7750.00	0.00	7750.00	Details	
SPR-14-0001	SP52/62	Open	27/05/14	28/05/14		ask wendy ingham.....	0.00	0.00	0.00	Details	

Claim No.

The individual claim screen will allow you to view practical information relating to the claim including current status, notes and contact information for the claims office handling the matter.

Logged in Wendy's Test **Insured** The Owners of Willow Grove Strata Plan 24965

Claim No [REDACTED]
 Insured Name [REDACTED]
 Date Of Loss 11/04/2016
 Date Reported 11/04/2016
 Class RESIDENTIAL STRATA
 Policy No [REDACTED]
 Risk Details [REDACTED]

Excess 250
 Claim Estimate 560.00
 Claim Paid [REDACTED]
 Claim Outstanding 560.00

Claim Notes

Note Date	Person	Claim Position	Detailed Notes
12/04/16	sciacaj	phone SM	Advised 30-40 metres of fencing down. TIS appointed, they inspected and advised 14 metres of dividing fence. Advised SM JC
20/04/16	sciacaj	quote from SM	SM obtained quote in the amount of \$1610 50%

SCIA Executive Name Joanne Clark
 Contact Number 1300 724 678
 Email joanne.clark@scinsure.com.au

The user can scroll thru the Detailed Notes on the Claims Screen.

Clicking on the 'Request Further Information' button presents the following screen that enables the user to send an email directly to the Claims Consultant handling the claim.

To joanne.clark@scinsure.com.au
 CC [REDACTED]
 BCC wendy.ingham@scinsure.com.au
 Subject CRW16000146
 Message [REDACTED]

Contact Name Wendy's Test
 Return Email wendy.ingham@scinsure.com.au
 Contact Phone [REDACTED]

The User's email address will automatically default into the BCC area along with the Claim Number.

The User can type in any additional email addresses that they would like to include in the email and type in their message into the 'Message' box.

If the User would like to be contacted by phone – they enter their Contact Phone number.

Again, clicking 'Previous' will take you to the Client Portal 'Home Screen'

Clicking on the Documents Icon will bring up the 'Claims record Sheet'



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T 1300 SCINSURE (1300 724 678)
E myenquiry@scinsure.com.au
P PO Box 631, North Sydney NSW 2059
A Level 8, 56 Berry Street, North Sydney NSW 2060

Claim Record Sheet

Claim No:	CRN1 <input type="text"/>	Claim Rpt Date:	21/01/2015
Loss Date:	15/01/2015	Claim Status:	O
Policy Class:	RSC RESIDENTIAL STRATA	Ins Co Claim Ref:	
Risk Class:			
Pol No/Ext:	NRSC1 NRSC1 NRSC1		
Customer A/C:	<input type="text"/>	Cust Group:	
Cover Period:	30/12/2014 to 30/12/2015	Policy Year:	30/12/2014
Loss Cause:	WD Water Damage		
Loss Details:			
Insurer:	ALLIANZ Allianz Insurance		
Co-Insurer:	ALLIANZ Allianz Insurance ALLIANZ Allianz Insurance ALLIANZ Allianz Insurance		
Insured Name:	The Owners - Strata Plan No. <input type="text"/>		
Claimant:		Settle Date:	
Total Claim Present:	\$1,250.00	Total Claim Paid:	\$0.00
Payment Remarks:			
Remarks:	22/01/2015 Awaiting quotes/invoices		

Claimant	Ref No.	Curr	Rate	Reserve	Local	Outstanding
10001 Buildings		AUD	1.0000	1250.00	1250.00	1250.00

Detailed Notes: 22/01/2015 Awaiting quotes/invoices
 Claim received for water damage to plaster wall and carpet in bedroom of lot 22. Rang Ashley, OC Manager and advised him insured covered for plaster repairs but carpets internally are owners responsibility. Ashley to arrange plaster repairs and forward invoice. Await same. (A.T)

5. Account Information

The Client Portal enables you to view your Account payment information including account statement

The screenshot shows the Strata Community Insurance Client Portal interface. At the top left is the logo. Below it, there are fields for 'Logged In' and 'Insured' with corresponding buttons for 'Account', 'Statement', and 'Logoff'. A 'Strata Plan No.' field is followed by 'Search' and 'Reset' buttons. Below this is a section titled 'Active Policies' containing a table with columns for Policy Start, Policy End, Effective Start, Strata Plan Policy No., Class, Risk Address, Invoice No., Payable, Outstanding, Details, History, and Documents. A single row of data is visible, showing a policy for 'RESIDENTIAL STRATA' with a payable amount of 33,053.47 and an outstanding amount of 0.00.

The 'Account' button will take you to the Debtors Ledger page. This page will show information regarding Current and Historic payment information, such as effective date, receipted date and outstanding amount.

The screenshot displays the 'Debtors Ledger' page. At the top, there are fields for 'Debtor Code' and a 'Previous' button. Below this, a summary row shows: '90 + 0.00 60 30 Unallocated Current 4172.23 Balance C/Fwd 4172.23'. The main section is titled 'Open Item Ledger' and contains a table with columns: Tran No, Document No, Type, Description, Entry Date, Effect Date, Reference, Class, Original Amount, and Outstanding. The table lists several transactions, including 'Broking Inv' and 'Receipt' entries for 'RSC RESIDENTIAL STRATA'. Below this is a section for 'Full History Ledger' with a similar table structure.

The 'Statement' button will enable you to generate a Statement as a 'PDF' document. This can be either opened within your Web Browser by clicking 'Preview' or send to a local printer.

Policy Start Date	Strata Plan No	Our Reference (Memo Number)	Class (Product Code)	Type	Policy Number	Reference (Invoice Number)	Amount (Client Payable)	Paid	Age of Debt (Credit Terms)	Balance Owing
28/04/2016		16032700	R5C	New Policy		121371	4172.23	0.00	Current	4172.23
						All amounts are in AUSTRALIAN DOLLARS			4,172.23	
All Strata Management Services PO Box 511						Overdue	Current	BALANCE OWING	PLEASE RETURN THIS ADVICE WITH YOUR CHEQUE	
							4,172.23	4,172.23		

Logoff – will log the User out of the Portal and return them to the Strata Community Insurance website.